<u>EMPLOYMENT OPPORTUNITY ANNOUNCEMENT</u>

DEPARTMENTS OF THE ARMY AND AIR FORCE	**ANNOUNCEMENT #: ARNGT 06-319**
OFFICE OF THE ADJUTANT GENERAL	
NORTH CAROLINA NATIONAL GUARD	**OPENING DATE: 27 October 2006**
HUMAN RESOURCES OFFICE	**CLOSING DATE: 27 November 2006**
4105 REEDY CREEK ROAD	
RALEIGH, NORTH CAROLINA 27607-6410	**ANTICIPATED FILL DATE: 24 Dec 06**

POSITION TITLE AND NUMBER	**UNIT/ACTIVITY AND DUTY LOCATION**
Information Technology Specialist	United States Property & Fiscal Office, (USPFO)
PDCN 90038C/W/E00, MD #: 1522-241	NCARNG, Raleigh, North Carolina

GRADE AND SALARY (Includes Special Salary Rate)	**EMPLOYMENT STATUS**
GS-2210-09 $49,628.00 - $64,522.00 per annum	Excepted Service

WHO CAN APPLY: The area of consideration for this announcement is the <u>STATEWIDE</u>. Applications will only be accepted from current Excepted employees of the North Carolina National Guard, current military members of the North Carolina National Guard and individuals who are eligible and willing to enlist in the North Carolina National Guard.

HOW TO APPLY: Interested applicants may apply by submitting an Application for Federal Employment (Standard Form 171), Optional Application for Federal Employment (Optional Form 612), resume or any other form of application. It is **REQUIRED** that the Knowledge, Skills and Abilities (KSA) listed below be addressed and attached to the application. The application and KSA Statement should be mailed to the North Carolina National Guard, ATTN: JFHQ-NC-HRO, 4105 Reedy Creek Road, Raleigh, NC 27607-6410. It must be received not later than the closing date or if mailed postmarked by the closing date. **NOTE: Information that must be provided when applying for a technician position is as follows: announcement number; name; address; telephone number; social security number, date of birth; citizenship; education; work experience; and other job-related qualifications. For more information, call 1-800-621-4136 ext. 6172/6431. Faxed or E-mailed copies will not be accepted.**

QUALIFICATION REQUIREMENT: **Must have 24 months specialized experience which demonstrates that the applicant has acquired the below listed KSA's.**

<u>**KNOWLEDGE, SKILLS ABILITIES (KSA'S)**</u>

Below are listed the KSA's for this position. Applicants **must** address each KSA individually in paragraph format by explaining any civilian and military work experience *(with inclusive dates that reflect 24 months of specialized experience)* that provided that KSA. It is <u>required</u> that this statement be attached to the application. Failure to do s o will result in the applicant not being considered for this position. For more information or assistance, call <u>1-800-621-4136 ext. 6172/6431</u>.

1. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations involving the delivery of a full range of customer support services to all serviced organizations.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.
3. Knowledge of current state-of-the-art system software to include operating systems as well as functional application software.
4. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understan ding of how they integrate together.
5. Skill in providing staff advice, planning, user assistance/training and evaluation services and functions within each specialty area.
6. Knowledge of a wide variety of applications, operating systems, protocols, and equipment used in customer organizations.
7. Knowledge of a wide range of communications concepts, principles, and practices as well as telecommunications operating techniques, digital and analog communications requirements.
8. Knowledge of sophisticated diagnostic software and test equipment and devices necessary to identify, isolate and correct system faults and conflicts.

MILITARY ASSIGNMENT: Assignment to a compatible <u>Officer, Warrant Officer or Enlisted</u> position in the NCARNG is mandatory. (<u>Off:</u> 25 and 53, <u>AFSC</u> 33XX, 3A0X1, 3C0X1; <u>WO:</u> 250N, 251A; <u>Enl:</u> CMF 25B/D/Y)

<u>CONDITIONS OF EMPLOYMENT</u>: **1. <u>Occupants of this position must maintain continuous military membership in the North Carolina National Guard (NCNG). NCNG status (military grade, MTOE or TDA assignment, MOS/SSI, military unit) and experience must be entered on the application.</u> The recommended applicant <u>will not</u> be approved for appointment until they occupy a compatible MOS in the NCARNG shown under Military Assignment on the reverse side of this announcement. 2. <u>The applicant selected for this position will be required to participate in the Direct Deposit/Electronic Fund Transfer Program.</u>**

EVALUATION FACTORS USED: Personal interviews, review of application and the KSA Statement.

PRINCIPLE DUTIES AND RESPONSIBILITIES: Serves as a technical specialist on all automated systems utilized throughout the state. Provides solutions to customer requests for assistance in resolving the less complex hardware and software problems, referring the more complex problems to a higher graded specialist. Systems used include personal computers, mini computers and mainframes. Customer requests for assistance may be submitted telephonically, via email or in person. Receives requests for resolution of hardware or software problems that may require in-depth research. Analyzes customer problems and researches database for possible solutions or tasks the appropriate subject matter expert or section capable of resolving the problem. Participates in site surveys in order to verify adequacy of software installation practices and operating environments are compliant with desktop and network security standards, and network operations to ensure customer needs are met. Automates repetitive tasks such as ghosting software images, sanitizing disks, and warranty usage tracking. Deploys technologies to minimize technical labor for operational testing, problem resolution, and pattern analysis. Determines internal service measures for support provided and communicates service level expectations. Provides technical assistance to current and potential users so that LAN/WAN and other C4 systems operations have few major disruptions. Proactively interacts with users to ensure proper operation of computer systems, hardware, and software. Demonstrates processes and provides orientation for new users. Provides technical hands-on assistance with software installations, hardware configurations, and communication networking to support daily operations and major fielding activities. Provides instructions to customers on accessing data, processing, space utilization efficiencies, and program recovery techniques. Consults with customers regarding potential system or program upgrades. Installs and maintains hardware devices supporting a broad range of information systems employing multiple network and local operating systems and highly sophisticated client server software. Uses detailed reference material, sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. Removes and replaces defective hardware components; installs network/peripheral device interface cards. Performs upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards. Installs and configures workstation or network operating systems, and applications software on a wide range of configurable information systems devices. Configures a wide variety of devices requiring diverse interfaces and device drivers in multiple operating system environments using a wide variety of hardware platforms. Configures workstation security parameters. Troubleshoots and corrects software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults. Detects and removes computer viruses. Restores and repairs damaged critical data files. Updates hardware and software architecture databases to reflect installations, turn-ins, and changes in reportable software. Performs operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device or network conflicts. Captures, maintains and tracks warranty data for all fielded systems, advises other support personnel of warranty status and interfaces with vendor to request and monitor warranty work. Maintains the customer service database for all service requests. Documents and enters all requests for advice and assistance in the customer service database. Receives, analyzes, assigns control numbers and tracks to resolution all customer requests. Provides familiarization training for users of new equipment and software as required.
Performs other as duties as assigned.

ADDITIONAL INSTRUCTIONS: 1. Applicants are requested to identify, on a separate sheet of paper, their race and national origin from one of the following categories; Male or Female; American Indian or Alaskan native; Asian or pacific islander; Black, not of Hispanic origin; Hispanic; White, not of Hispanic origin. **Submission of this information is voluntary** and will be used in support of the NCNG Equal Employment and Affirmative Action Programs. 2. Participants in the Selected Reserve Incentive Program will be administered as prescribed by NGB Pamphlet 600-15. 3. A permanent change of station (PCS) will not be authorized for the individual selected for this position unless agreed upon in advance by HRO and a PCS order is prepared **prior** to effective date. 4. Males born on or after 1 January 1960 must be registered with the selective service in order to be considered for federal employment.

DISTRIBUTION: A, B, C-3, G-25, H-3, J-3, K-3, M, N-12, P-9, Q, W-2, Y-2, R: HRO-1, AGAV-1, AGCS-3, DCSANG-1, DCSLOG/G4-4, DCSOI-3, DCSPER-3, FMCB-2, IG-1, SCSM-1, SRAA-1, VCSOP-1

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